	APOLLO HOSPITALS, SECUNDERABAD	PRE – 07
		Issue: C
	POLICY ON DEALING WITH PATIENT FEEDBACKS/COMPLAINTS	Date:06-01-2017
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PREPARED BY: Dy. Medical Superintendent		APPROVED BY: Chief Executive Officer

1.0 Purpose:

- 1.1 To facilitate a mechanism to receive customer suggestions, Feedbacks, complaints and to use it as tool for performance improvement by individuals and also in the organizational level.
- 1.2 Using patient /customer feed back mechanism and collecting external verbal response by staff of corporate relations directly from the community representative, physician and others to evaluate and monitor performance.


2.0 Scope:

Hospital Wide

3.0 Procedure.

- 3.1 Each floor shall have a Nursing in charge who monitors care during the day, after that the shift in charge (a senior nurse) shall monitor the care during the evening shift and night shift.
- 3.2 Floor Executive and Ward Secretary shall supervise respective areas of the hospital and interact constantly with patients and family members collecting direct feed back about care delivered.

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- 3.3** Multi disciplinary rounds shall be carried out on a daily schedule. During rounds the patients/ attendants shall be asked to voice out their feedback regarding the care provided by medical and support services.
- 3.4** Complaints which are unresolved by the employees on floors, shall be forwarded to the higher authorities.
- 3.5** Written feedback from the patients shall be obtained at the time of discharge. Any issues raised by the patient during the stay shall be forwarded to the concerned departmental head and appropriate action is taken.
- 3.6** Telephonic call is made by the Asst. Manager, Operations or respective floor executive for negative complaints and an acknowledgement mail is sent, if the email I.D is available. Thank you mail is sent to positive and normal feedback forms.
- 3.7** Suggestion box is provided in the Out-Patient department, First floor for all the out-patients, attendants and visitors. Forms from the box are collected on weekly basis and Asst..Manager, Operations shall go through and respond accordingly. Out-patient feedback forms are also made available in these areas and they are addressed as in for In-patient feed back forms.

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